

## **ABSTRACT**

An open-architecture system for queue management of users that is hardware independent, wherein the system includes at least one Web-based server for an organization  
5 containing the logic and central systems functions. The system also includes a Web client application allowing interaction between the users and the web-based server, and which is accessible through a browser on client workstations, a database installed on an Structured Query Language (SQL) server for record maintenance and interactions with the web-based server and the client application, an announcer server for activating displays, speakers, etc.,  
10 according to orders from the Web-based server and an automated receptionist for issuing tickets to and otherwise interacting with users.